

DDS Telework: Citrix / SafeNet MobilePass method

You will need to install 2 applications for this process: Citrix Receiver and SafeNet MobilePass. These instructions will walk you through both installs and how to navigate the standard Citrix “DDS Desktop” application.

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Once you have both SafeNet and Citrix installed, you can return to Citrix easily via <https://citrix.dds.ca.gov> . You'll need to open the SafeNet app as well to generate a passcode as part of the login process each time.

Remember:

1st Citrix login screen: your DDS username (typically firstname.lastname) and password

2nd Citrix login screen: your **SafeNet MobilePass six-digit Passcode** (not the four-digit PIN)

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Installing SafeNet MobilePass

To be able to login to Citrix, you will need to install SafeNet on your computer for Two Factor Authentication.

Service Desk should send an email of enrollment from noreply@SafeNet-inc.com to **your DDS email address**. You can access your email online at **mail.dds.ca.gov**.

You will receive an email like the one below. You will click need to click on the link provided in the email.

From: SafeNet Authentication Server [noreply@safenet-inc.com]
Sent: Tuesday, July 21, 2015 8:24 AM
To: Generic2@DDS
Subject: SafeNet Authentication Service Self-enrollment

Generic2 :
Your self-enrollment account has been created.

If you are enrolling a hardware token and do not yet have your token, contact your system administrator.

Go to the following URL to enroll with SafeNet Authentication Service:

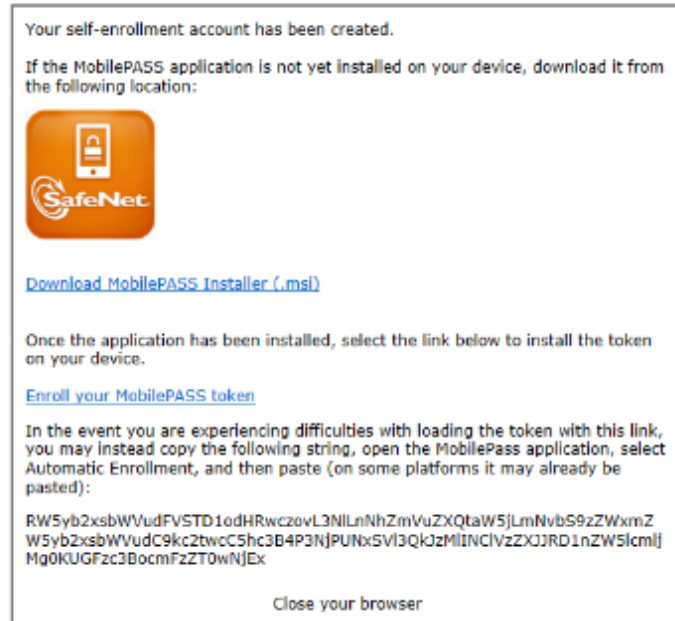
<https://se.safenet-inc.com/selfEnrollment/index.aspx?code=Dr2JOHKSbDjoucTz0aFQ0Rrjb>

If the above link does not work, copy and paste this URL to your web browser.

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Click “**Download MobilePASS Installer (.msi)**” link

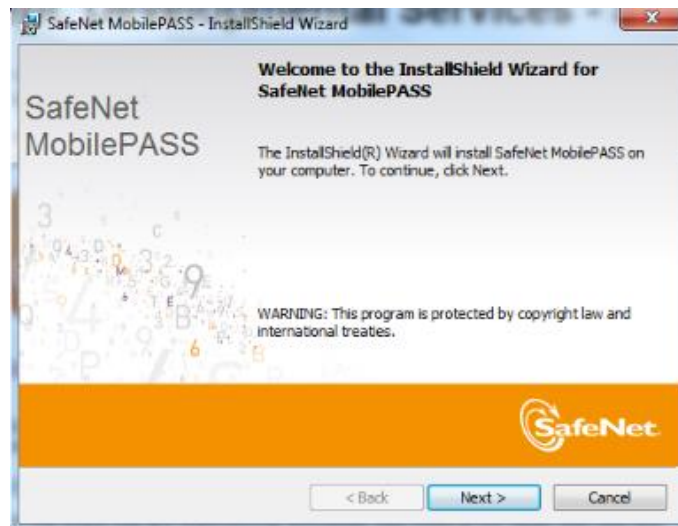
California Dept. Developmental Services - Self Enrollment



Click Run

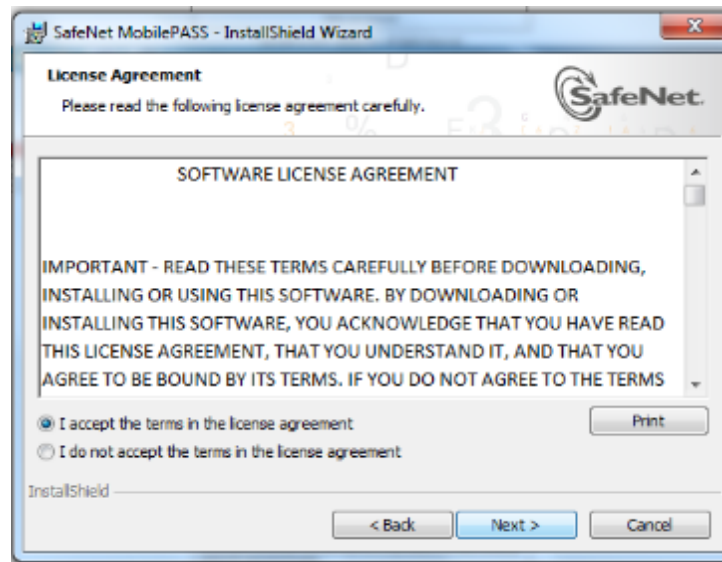


Click Next

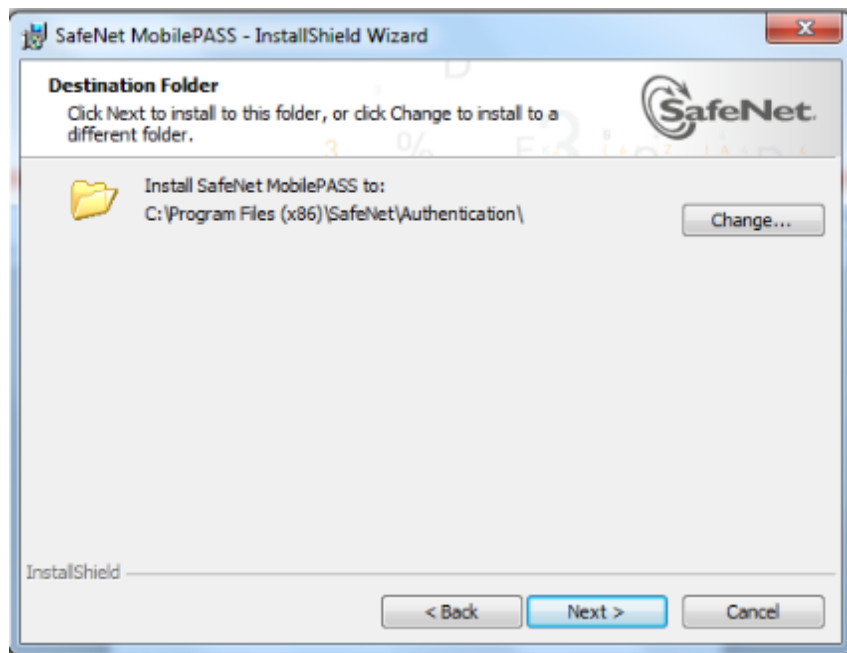


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Select “I Accept....” and click Next

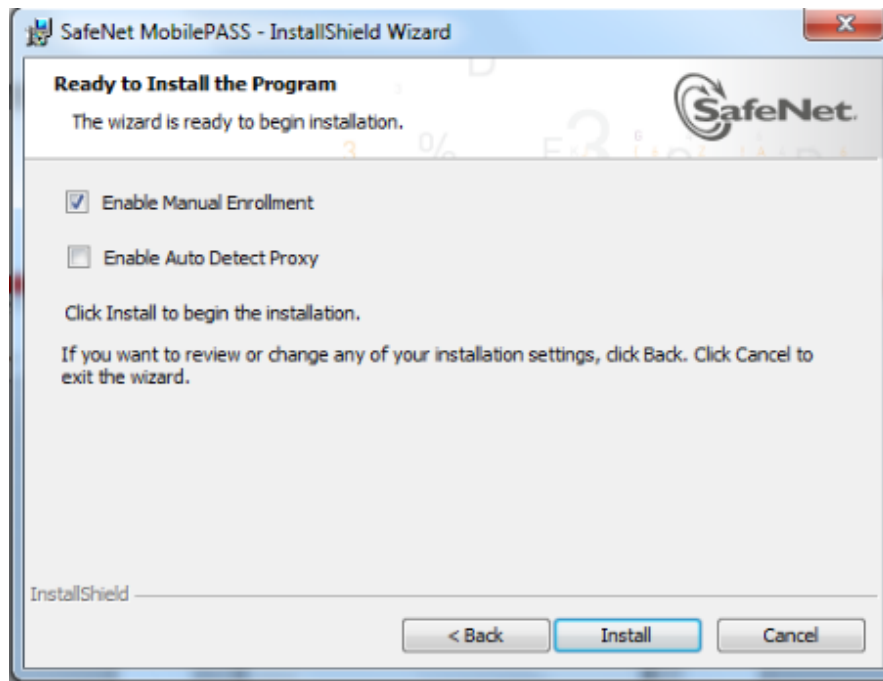


Select Next

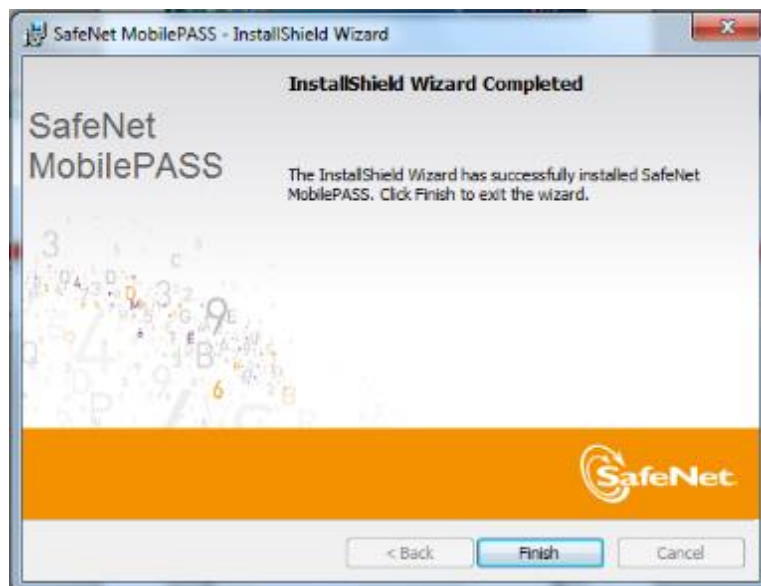


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Select “Enable Manual Enrollment” and click Install



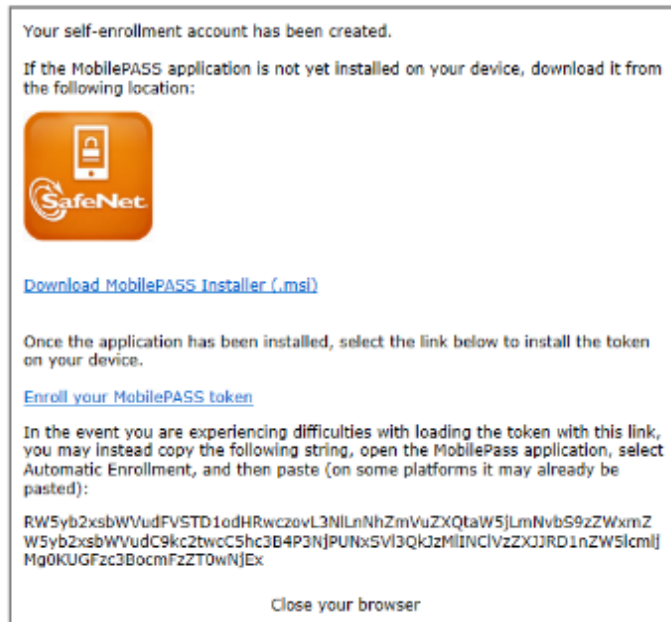
Click Finish



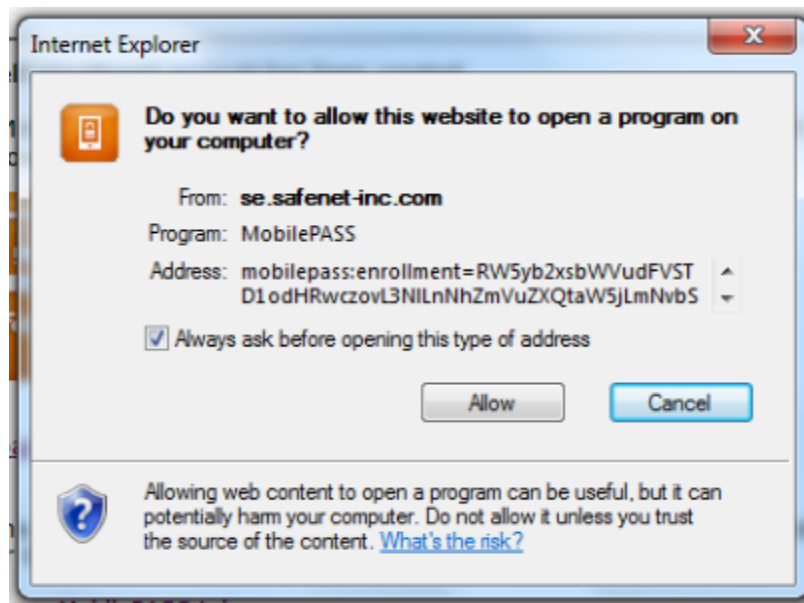
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Go back to the original email and now select the **“Enroll your MobilePASS token”** link.

California Dept. Developmental Services - Self Enrollment

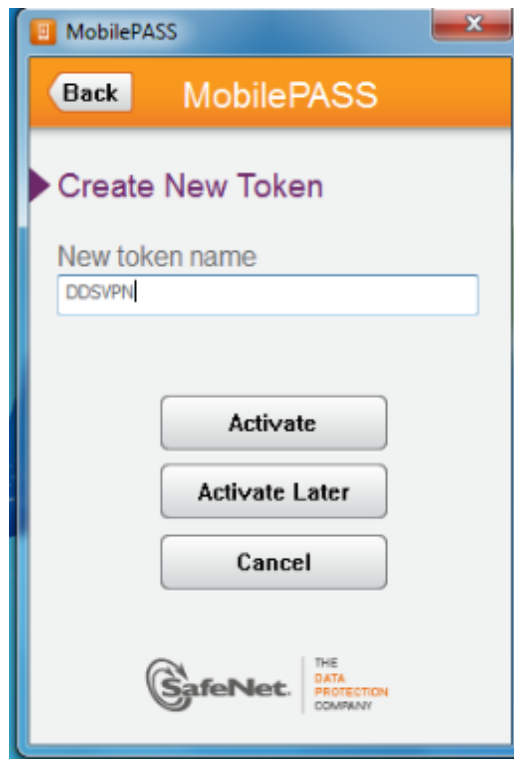


Select “Always ask...” and click Allow

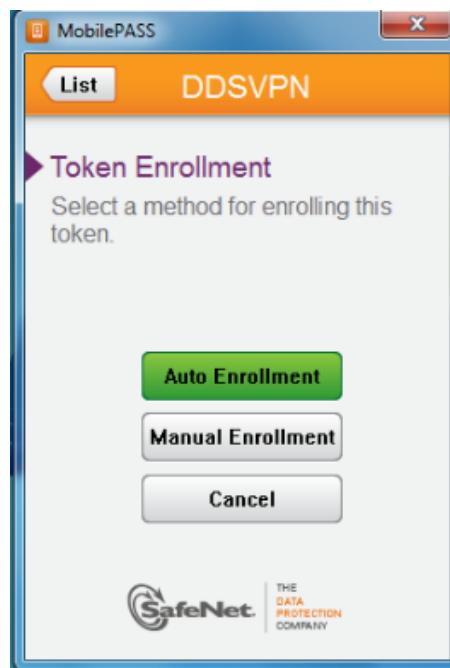


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Enter **DDSVPN** in the New token name field and click **Activate**



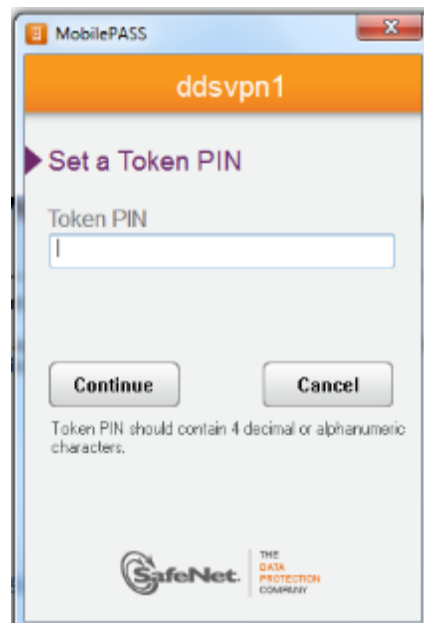
Select **Auto Enrollment** if prompted



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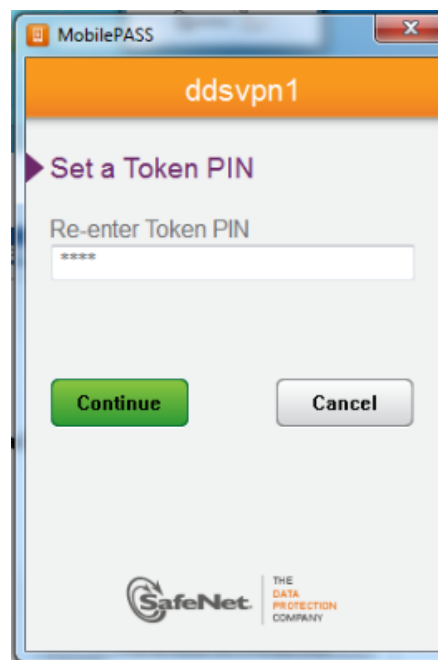
Create a **four-digit** PIN (personal identification number) and click **Continue**

DO NOT USE THE SAME PIN YOU USE FOR YOUR BANKING OR OTHER PERSONAL ACCOUNTS.



The screenshot shows the 'MobilePASS' application window with the title bar 'MobilePASS' and a close button. The main header is orange and displays 'ddsvpn1'. Below the header, the title 'Set a Token PIN' is shown with a purple arrow icon. A text input field labeled 'Token PIN' is present, with a cursor at the beginning. Below the input field are two buttons: 'Continue' and 'Cancel'. A note states: 'Token PIN should contain 4 decimal or alphanumeric characters.' At the bottom, the SafeNet logo and the text 'THE DATA PROTECTION COMPANY' are visible.

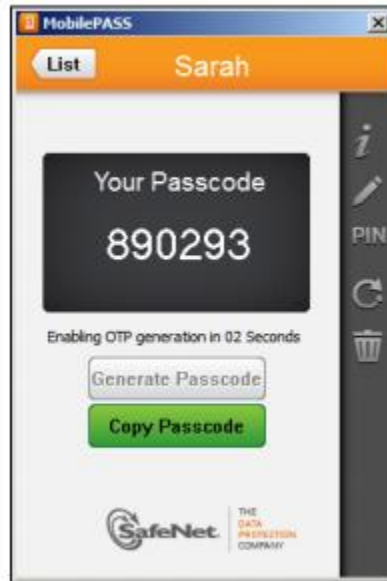
Re-enter your newly create token pin and press continue.



The screenshot shows the 'MobilePASS' application window with the title bar 'MobilePASS' and a close button. The main header is orange and displays 'ddsvpn1'. Below the header, the title 'Set a Token PIN' is shown with a purple arrow icon. A text input field labeled 'Re-enter Token PIN' is present, with four asterisks indicating the PIN. Below the input field are two buttons: 'Continue' (highlighted in green) and 'Cancel'. At the bottom, the SafeNet logo and the text 'THE DATA PROTECTION COMPANY' are visible.

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Anytime you access Citrix, you'll launch the SafeNet application installed on your computer. You will be required to enter the four-digit pin you created. You will then see a six-digit Passcode. This is the Passcode you enter underneath your Password when logging into Citrix. You can click "Copy Passcode" and then paste it into Citrix.



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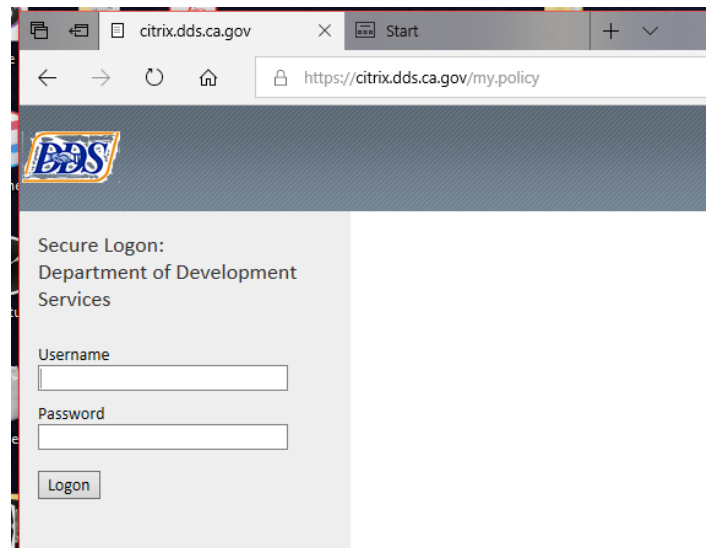
Citrix First-time Install

NOTE: We are using Microsoft Edge for this install. If you use a different web browser (Chrome or IE11 only, please), you may see other pop ups.

Now that you have SafeNet installed:

In Microsoft Edge, go to <https://citrix.dds.ca.gov>

Login with your DDS username and password (NOT your full email address)



citrix.dds.ca.gov

Start

https://citrix.dds.ca.gov/my.policy

DDS

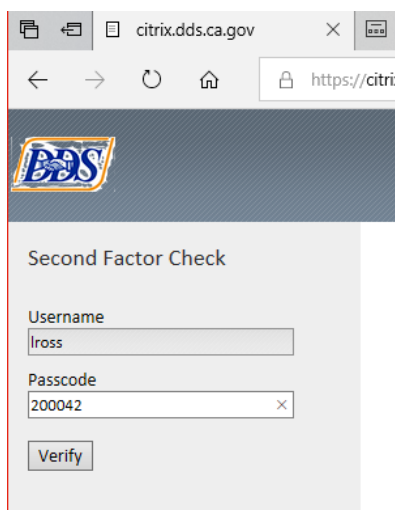
Secure Logon:
Department of Development
Services

Username

Password

Logon

Use your **SafeNet MobilePass Passcode** on the next screen, NOT YOUR DDS PASSWORD. This should be a six-digit code.



citrix.dds.ca.gov

https://citrix

DDS

Second Factor Check

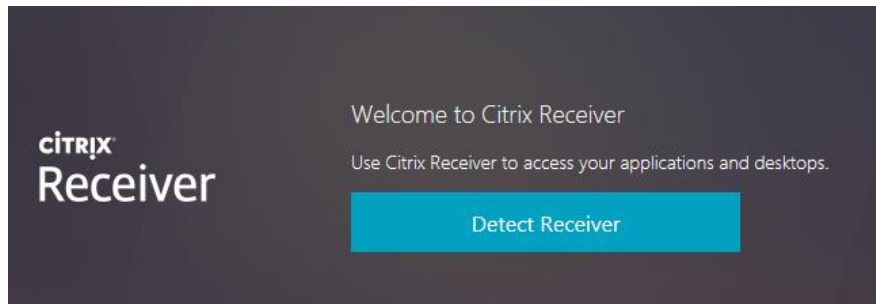
Username
lross

Passcode
200042

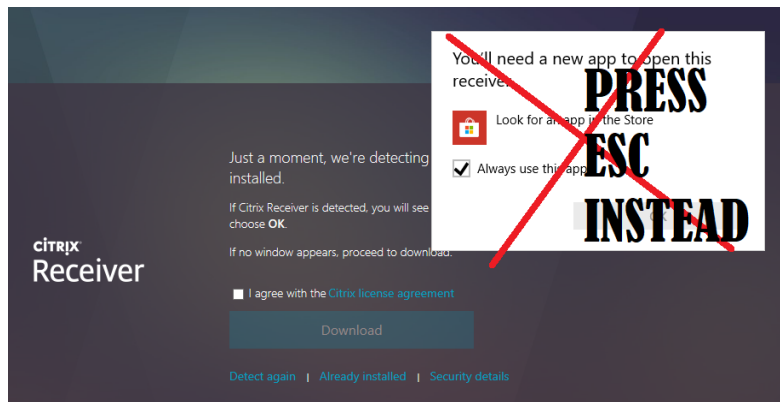
Verify

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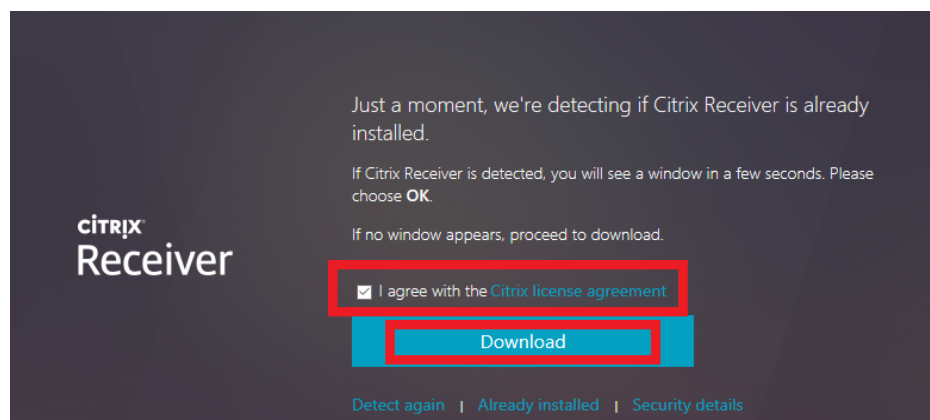
Click the **Detect Receiver** button



IF YOU SEE THIS POP UP – regarding needing to find an app “in the store” – PRESS ESC to make the window go away. You do not need to go to the store as this site will provide the download file.

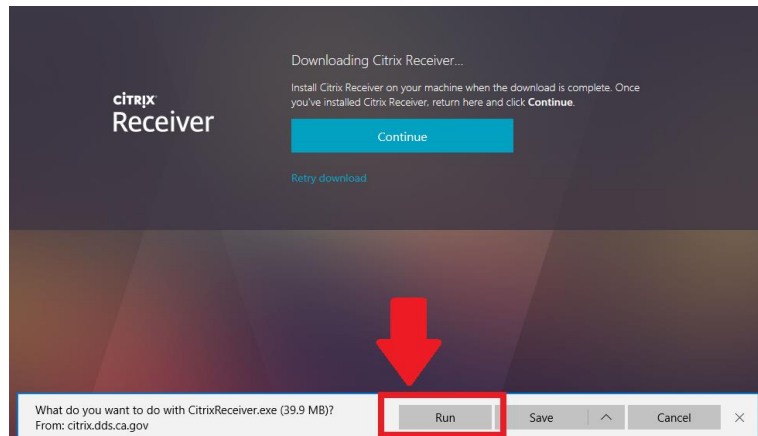


Check the “I agree with the Citrix license agreement” box, then click the **Download** button.

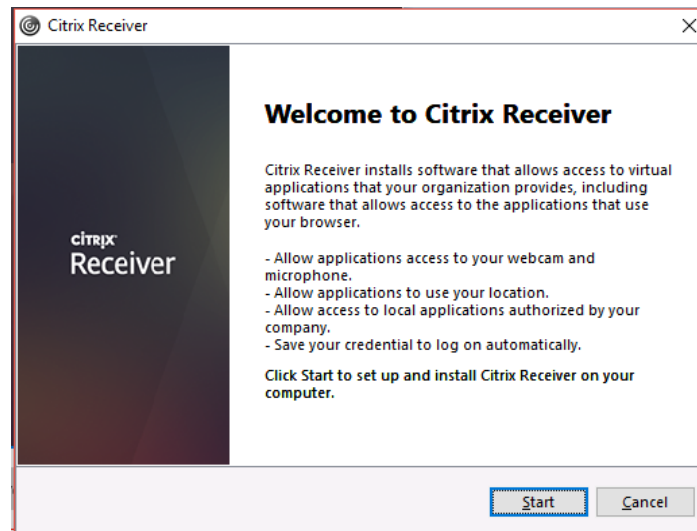


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Click the **Run** button that pops up at the bottom once the file finishes downloading.

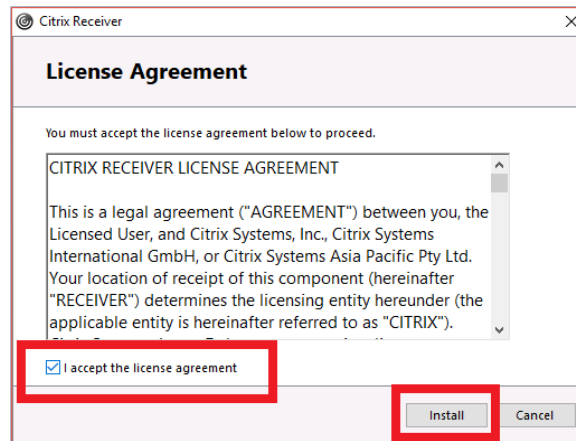


On the Citrix wizard, click the **Start** button.

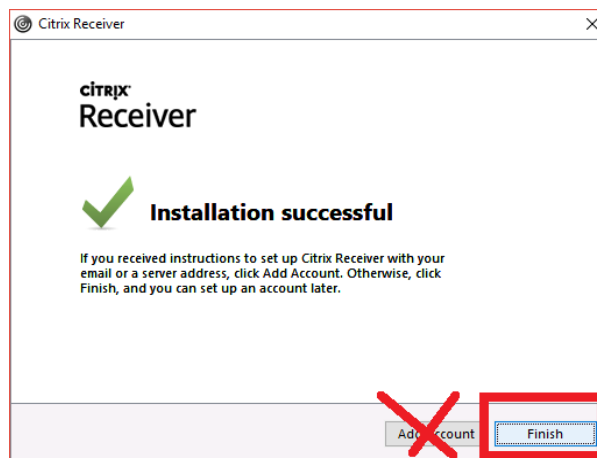


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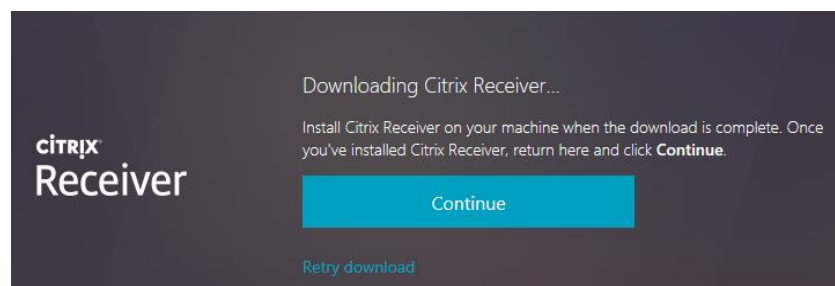
Check the “I accept the license agreement” box, then click the **Install** button.



DO NOT ADD AN ACCOUNT. Just click the **Finish** button for now.

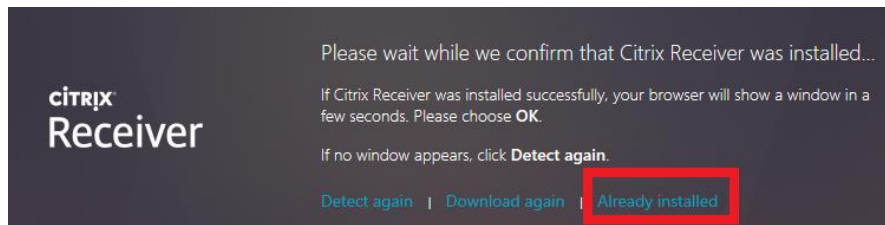


Back in the web browser window, click the **Continue** button.



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If no pop-up shows, click the **Already Installed** button on the next screen – this usually works better than the “detect again” option.



This will take you to the **Citrix Storefront Menu** – you will be able to select which app you want to use. The most common will be **DDS Desktop**. The next section of this guide will walk you through setting this up.

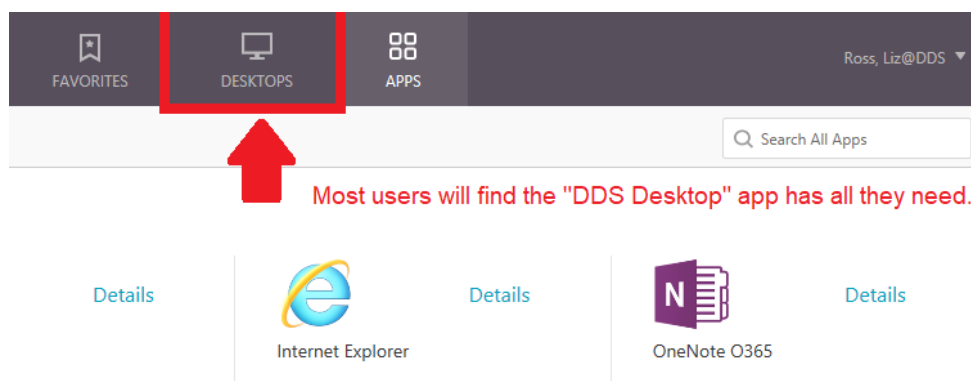
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Installing / Navigating the DDS Desktop App

The **DDS Desktop** app will look the most similar to your typical desktop view on your DDS computer in the office. It also includes Microsoft Word, Excel, and PowerPoint.

NOTE: Only use **Mail.dds.ca.gov** to get to your email via a web browser like Edge once you've opened the DDS Desktop app. Trying to use desktop Outlook will take hours/days to load your email, or it may fail entirely. Citrix cannot support large mailbox sizes.

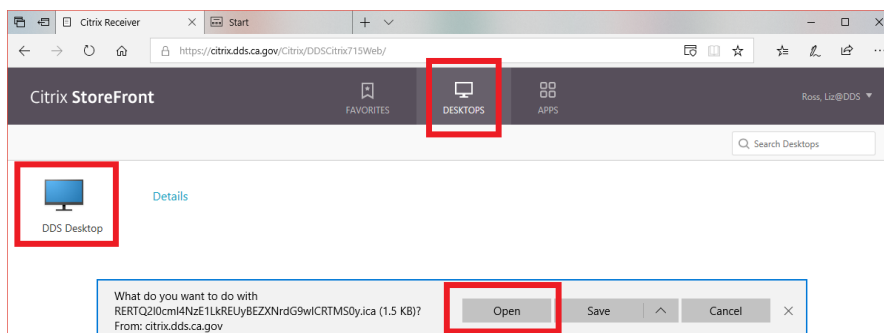
Click on the **DESKTOPS** link at the top of the storefront menu



For the common Desktop app – click the **Desktops** link at the top of the storefront

Next, click on the **DDS Desktop** app

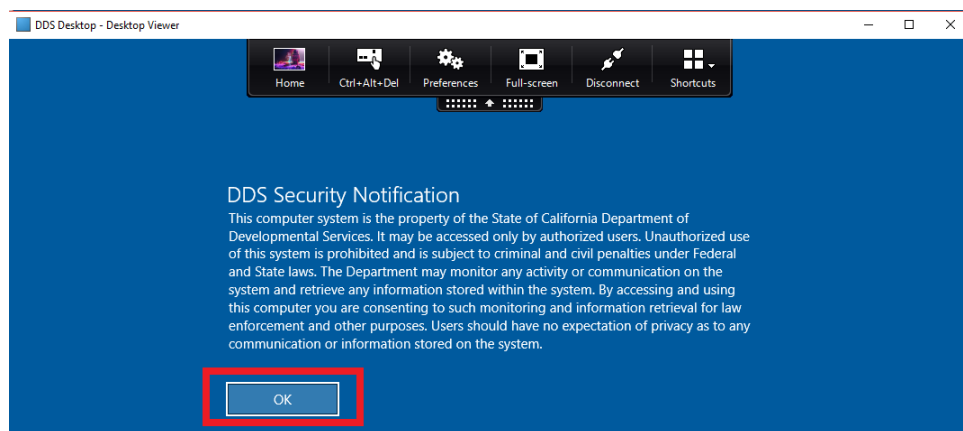
A popup at the bottom of the screen will ask about an **.ica** file – this is needed for the app to run. Click the **Open** button.



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If you see another pop up from your computer, be sure to select “OK” or “yes” to allow the file to open.

The Desktop app will show “connecting”, then you should see the DDS Desktop window and Navigation menu.



Click **OK** after reading the **Security Notification** to fully launch a desktop screen similar to your DDS computer's desktop.

KEEP IN MIND – FILES YOU HAVE SAVED ON YOUR DESKTOP AT DDS WILL NOT SHOW UP IN CITRIX'S DDS DESKTOP APP. If you need those files for teleworking, move them to your H: drive or OneDrive before leaving the office.

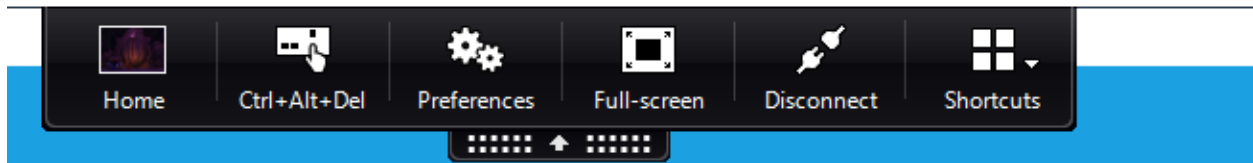
(Reminder: **All files stored on your DDS PC's desktop or C:\ are NOT RECOVERABLE.** Critical files should never be saved there.)

Once the app has loaded, you will see this black bar at the top-center of the Desktop app screen:



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Click on it to expand the navigation buttons when needed.

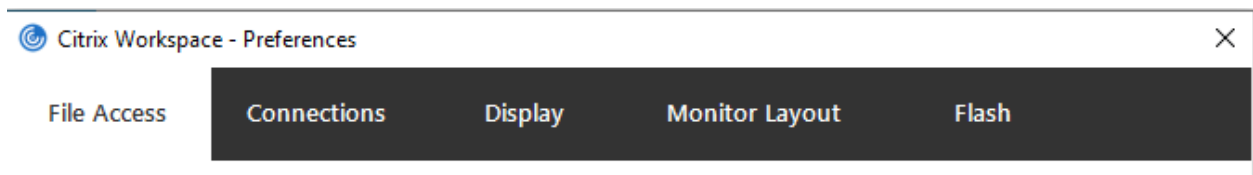


From Left to Right:

Home: returns you to your own computer desktop

Ctrl+Alt+Del: Will bring up the options you'd normally see when pressing those three buttons together (Ctrl, Alt, and Delete) -task manager, reset password, etc. – but will only affect what you are doing within the Citrix Desktop app screen, not your home computer.

Preferences: Contains many additional options to fine tune your Citrix Desktop App experience.



Window or Full-screen: Select whether you want to see the DDS Desktop app within a window (so you can also see your home computer's non-Citrix desktop behind it) or in full-screen mode (so you aren't distracted by other programs on your home computer).

Disconnect: Closes the DDS Desktop app screen but **will not sign you out of Citrix**, so you can still open other Citrix apps. **It is still critical to Log Out of Citrix when you are done with work or when you will be leaving the computer for more than 10 minutes, to avoid potential session errors when you try to reconnect to Citrix.**

Shortcuts: At this time only the shortcut "Switch apps" is available – this is most helpful when you are in Full-screen mode so you could switch between Citrix apps easily (if needed) without having to switch to window mode first.

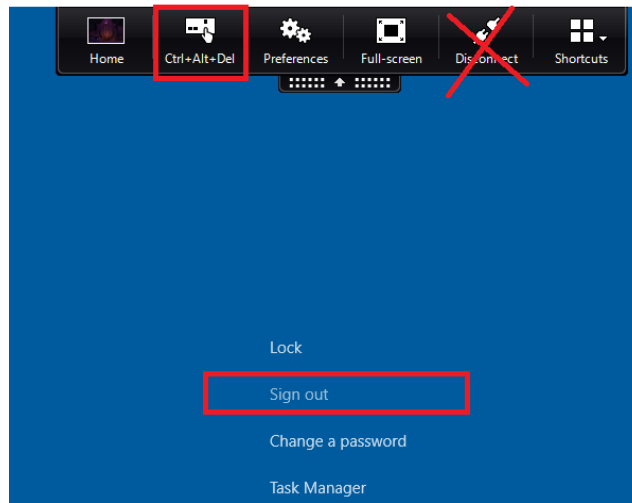
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Exiting Citrix Properly (to avoid errors later)

ALWAYS SIGN OUT & LOG OFF FROM BOTH THE DESKTOP APP AND CITRIX – do NOT just disconnect.

Use the Navigation menu to click the **Ctrl+Alt+Del** button

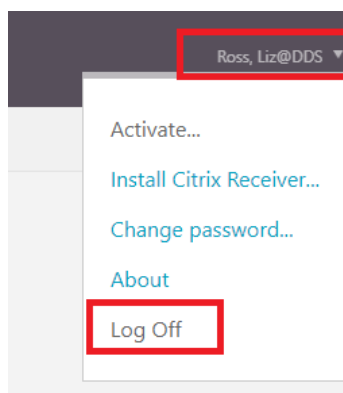
Then select **Sign Out**.



This will close the DDS Desktop app window.

In the Citrix Storefront window, click on your username (top right corner)

Select **Log Off**.



You have now properly closed out your Citrix session.